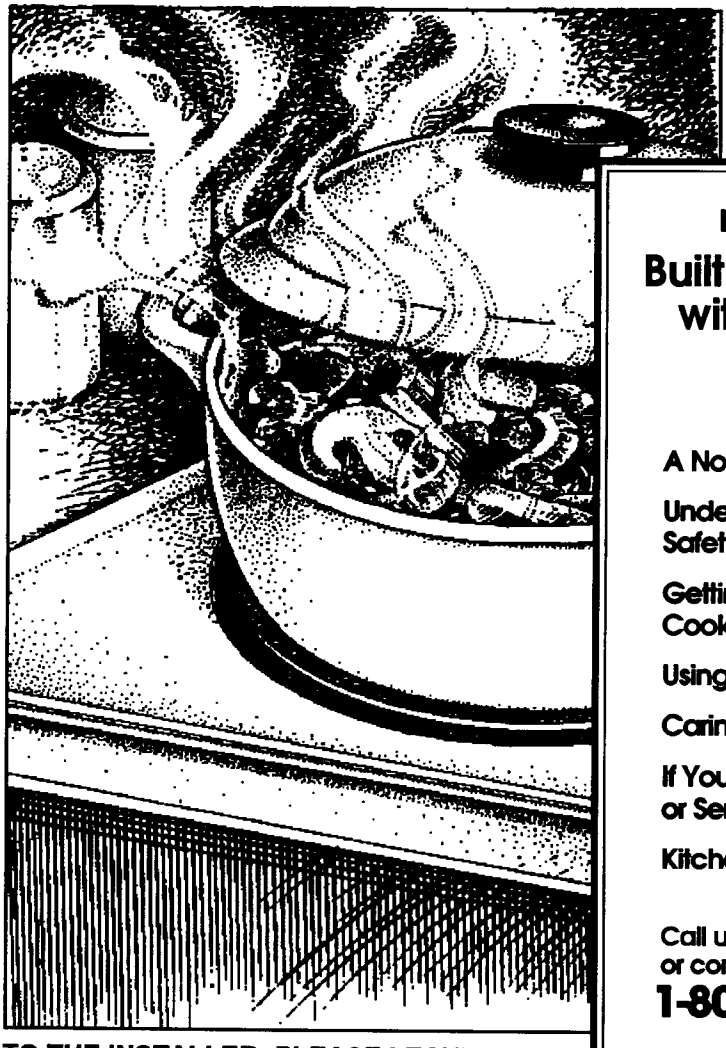
KitchenAid®

FOR THE WAY IT'S MADE.™



KitchenAid®

Built-In Gas Cooktop with Electric Grill/ Griddle

Model: KGCG260S

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Call us with questions or comments:

1-800-422-1230

TO THE INSTALLER: PLEASE LEAVE THIS INSTRUCTION BOOK WITH THE UNIT.

TO THE CONSUMER: PLEASE READ AND KEEP THIS BOOK FOR FUTURE REFERENCE.

Use and Care Guide

3-93

A Note to You

Thank you for buying a KitchenAid home appliance.

You have purchased a quality, *world-class* home appliance. Years of engineering experience have gone into its manufacturing. To ensure that you will enjoy many years of trouble-free operation, we have developed this Use and Care Guide. It is full of valuable information on how to operate and maintain your home appliance properly and safely. Please read it carefully. Also, please complete and mail the Ownership Registration Card provided with your home appliance.

Your safety is important to us.

This guide contains safety symbols and statements. Please pay special attention to these symbols and follow any instructions given. Here is a brief explanation of the use of each symbol.

⚠WARNING

This symbol will help alert you to such dangers as personal injury, burns, fire and electrical shock.

⚠CAUTION

This symbol will help you avoid actions which could cause product damage (scratches, dents, etc.) and damage to your personal property.

Our Consumer Assistance Center telephone number, 1-800-422-1230, is toll-free, 24 hours a day.

If you ever have a question concerning your home appliance's operation, or if you need service, feel free to call our toll-free Consumer Assistance Center telephone number for help. When calling, you will need to know your appliance's complete model number and serial number. You can find this information on the model and serial number plate (inside burner box). For your convenience, we have included a handy place below for you to record these numbers, as well as purchase information. You will need this information if you ever require service. Keep this book and the sales slip together in a safe place for future reference.

NOTE: You must provide proof of purchase or installation date for in-warranty service.

Model Number _____
Serial Number _____
Date Purchased _____
Date Installed _____

Builder/Dealer Name _____
Address _____
Phone _____

Don't forget, KitchenAid offers a full line of quality home appliances.

Built-in Refrigerators	Trash Compactors	Ranges & Cooktops
Freestanding Refrigerators	Hot Water Dispensers	Microwave Ovens
50-Pound Ice Makers	Food Waste Disposers	Washers & Dryers
Dishwashers	Built-in Ovens	Mixers

For more information on these appliances, or the one you have purchased, call our toll-free Consumer Assistance Center telephone number, **1-800-422-1230.**

Important Safety Instructions

READ AND SAVE THESE INSTRUCTIONS

Gas cooktops have been thoroughly tested for safe and efficient operation. However, as with any appliance, there are specific installation and safety precautions which must be followed to ensure safe and satisfactory operation.

⚠WARNING To reduce the risk of fire, electrical shock, injury to persons, or damage when using the cooktop, follow basic precautions, including the following:

WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

WHAT TO DO IF YOU SMELL GAS:

- **Do not try to light any appliance.**
- **Do not touch any electrical switch; do not use any phone in your building.**
- **Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.**
- **If you cannot reach your gas supplier, call the fire department.**

Installation and service must be performed by a qualified installer, service agency or the gas supplier.

General

- Install or locate the cooktop only in accordance with the provided Installation Instructions. The cooktop must be installed by a qualified installer. The cooktop must be properly connected to the proper gas supply and checked for leaks. The cooktop must also be properly connected to electrical supply and grounded.
- Gas fuels and their use in appliances can cause minor exposures to benzene, formaldehyde, carbon monoxide and soot, primarily from incomplete combustion. Significant exposure to these substances can cause cancer or reproductive harm. Properly adjusted burners with a blue, rather than a yellow, flame will minimize incomplete combustion. Venting with a hood or an open window will further minimize exposure.
- CAUTION: Do not store things children might want above the cooktop. Children could be burned or injured while climbing on it.

continued on next page

Understanding Cooktop Safety

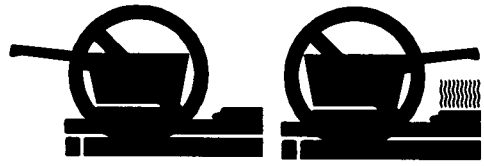
- Do not leave children alone or unattended in area where the cooktop is in use. They should never be allowed to sit or stand on any part of the cooktop. They could be burned or injured.
- Do not operate the cooktop if it is damaged or not working properly.
- Do not use the cooktop for warming or heating the room. Persons could be burned or injured, or a fire could start.
- Use the cooktop only for its intended use as described in this manual.

- DO NOT TOUCH SURFACE BURNERS OR AREAS NEAR SURFACE BURNERS. Areas near surface burners become hot enough to cause burns. During and after use, do not touch, or let clothing or other flammable materials contact surface burners or areas near surface burners until they have had sufficient time to cool.

- Do not wear loose or hanging garments when using the cooktop. They could ignite if they touch a hot surface burner and you could be burned.
- Use only dry potholders. Moist or damp potholders on surface burners may result in burns from steam. Do not let potholder touch surface burners. Do not use a towel or bulky cloth for a potholder. It could catch on fire.
- Do not heat unopened containers. They could explode. The hot contents could cause burns and container particles could cause injury.
- Do not store flammable materials on or near the cooktop. The fumes can create an explosion and/or fire hazard.
- Do not repair or replace any part of the cooktop unless specifically recommended in this manual. All other servicing should be referred to a qualified technician.
- Any additions, changes or conversions required in order for this appliance to satisfactorily meet the application needs must be made by a KitchenAid servicer or Qualified Agency.
- Disconnect the electrical supply and the gas supply at the shutoff valve near cooktop before servicing the cooktop.

When using the cooktop

- Make sure the utensils you use are large enough to contain food and avoid boilovers and spillovers. Heavy splattering or spillovers left on a cooktop can ignite and burn you. Pan size is especially important in deep fat frying.
- Check to be sure glass cooking utensils are safe for use on the cooktop. Only certain types of glass, glass-ceramic, ceramic, earthenware or other glazed utensils are suitable for cooktops without breaking due to the sudden change in temperature.
- Never leave surface burners unattended at high heat settings. A boilover could result and cause smoking and greasy spillovers that may ignite.



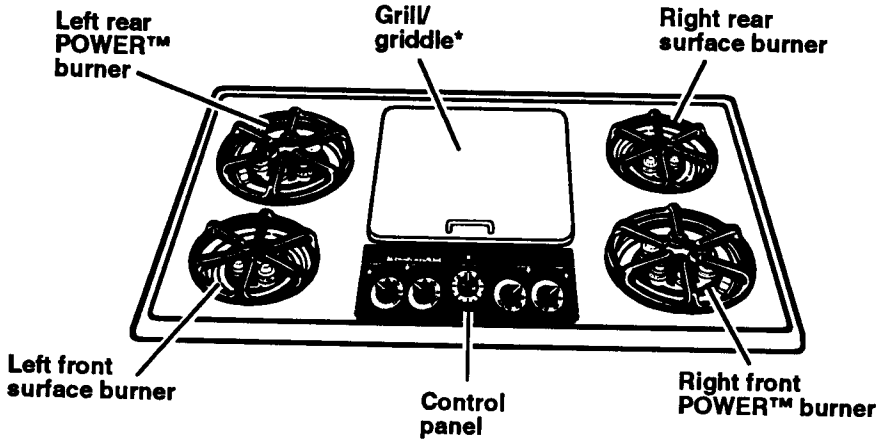
- Turn pan handles inward, but not over other surface burners. This will help reduce the chance of burns, igniting of flammable materials, and spills due to bumping of the pan.
- Do not use decorative covers or trivets over the surface burners.
- Grease is flammable. Do not allow grease to collect around cooktop. Wipe spillovers immediately.

- Do not use water on grease fires. Never pick up a flaming pan. Smother flaming pan by covering with a well-fitted lid, cookie sheet or flat tray. Flaming grease outside of pan can be extinguished with baking soda or, if available, a multipurpose dry chemical or foam-type extinguisher.
- Never use a match or other flame to look for a gas leak. Explosion and injury could result.
- Know where your main gas shutoff valve is located.

– READ AND SAVE THESE INSTRUCTIONS –

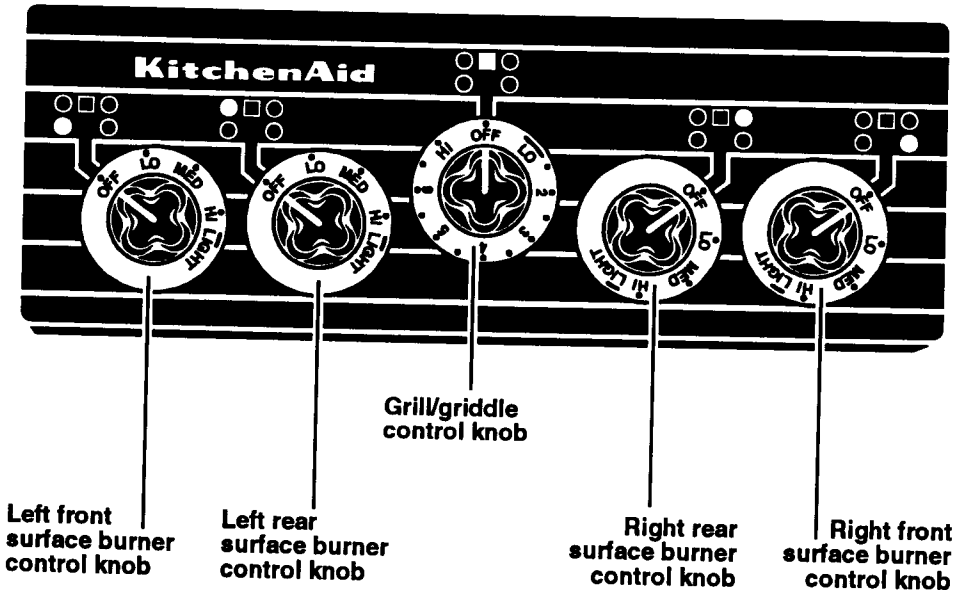
Getting to Know Your Cooktop

This section contains captioned illustrations of your cooktop. Use them to become familiar with the location and appearance of all parts and features.



*Includes brushed chrome cover with handle, stick-resistant commercially finished grill, stick-resistant commercially finished griddle, porcelain flavor generator insert, and porcelain drip pan.

Control panel


KitchenAid
Grill/griddle control knob
Left front surface burner control knob
Left rear surface burner control knob
Right rear surface burner control knob
Right front surface burner control knob

Using Your Cooktop

This section tells you how to operate the controls to your cooktop. It also discusses the characteristics of the burners, along with tips on how to cook with your cooktop.

IN THIS SECTION

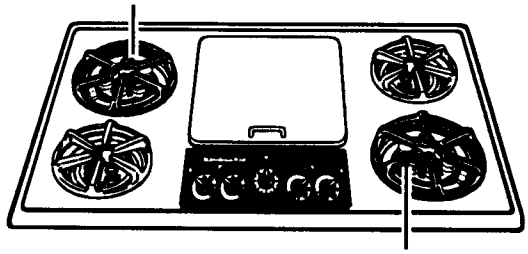
Using the surface burners 7
Cookware tips 10
Using the grill 11
Using the griddle 14

Using the surface burners

Your cooktop has four DAISY® burners made of cast-iron and porcelain. The burners spread the heat evenly across the bottom of the cooking utensil and provide infinite heat control, from a "bead" of flame to a high volume blue flame.

When to use the left rear and right front burners:

12,000 BTU natural gas/ 10,000 BTU LP gas burner

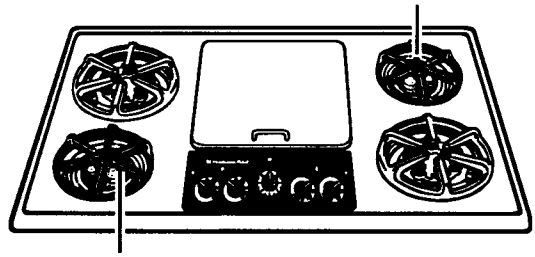


12,000 BTU natural gas/ 10,000 BTU LP gas burner

Use these burners for cooking large quantities of food, deep-fat frying or cooking with a large cooking utensil.

When to use the left front and right rear burners:

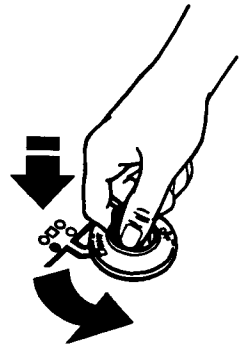
8,000 BTU natural gas/ 7,000 BTU LP gas burner



8,000 BTU natural gas/ 7,000 BTU LP gas burner

Use these burners for simmering or for cooking smaller quantities of food requiring a small cooking utensil.

How to use the surface burners:



1. **Grasp** the control knob.
2. **Push down** and **turn** to the left to LIGHT. The electric spark ignitor will ignite the gas flowing into the burner. When you hear a clicking sound, you know that the ignitors are working. Gas is flowing as long as knob is not set at OFF.
3. **When the burner is lit, turn** the control knob to the right to the desired flame setting. (See guide under "Burner heat settings" on this page.) The control knobs do not have fixed positions between HI and LO. You can turn the knobs to any of the marked settings, or to any position in between. The ignitor will turn off and the clicking will stop when you turn the control knob from LIGHT to another setting.

NOTES:

- The ignitors may click a number of times before burner lights. This is normal.
- All four burner ignitors will spark regardless of which burner you are using.
- Visually check that burner has lit. If the burner does not ignite, listen for the clicking sound. If you do not hear the ignitor click, **TURN THE BURNER OFF.** Check that the service cord is placed firmly in the wall receptacle. Check for a tripped circuit breaker or blown fuse. Check that the control knob is pressed completely down on valve shaft. **If the spark ignitor still fails to operate, call your nearest authorized KitchenAid servicer.**

Proper grounding and polarity is necessary for correct operation of the electric ignition system. If the wall receptacle does not provide correct polarity, the ignitor will become grounded and click every once in a while, even after the burner has ignited. A qualified electrician should check the wall receptacle to see if it is wired with correct polarity.

Burner heat settings

Use correct burner heat settings (see below). If the heat setting is too high, it can:

- **Char** bacon and cause curling.
- **Make** eggs tough and crisp at the edges.
- **Toughen** liver, fish and seafood.
- **Scorch** delicate sauces and custards.
- **Cause** a boilover.

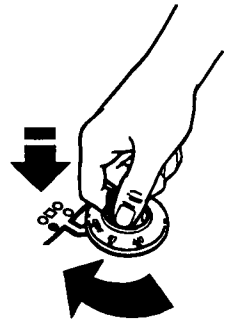
Until you get used to the settings, use the following as a guide. For best results, start cooking at the high setting; then turn the control knob down to continue cooking.

SETTING	RECOMMENDED USE
HI	• To start foods cooking. • To bring liquids to a boil.
MED	• To hold a rapid boil. • To fry chicken or pancakes. • For gravy, pudding and icing. • To cook large amounts of vegetables.
LO	• To keep food warm until ready to serve.

In case of a prolonged power failure

Surface burners can be manually lighted.

1. **Hold** a lit match near a burner and **turn** the control knob to the HI position.



2. **After the burner lights, turn** the control knob to the desired setting.

⚠WARNING

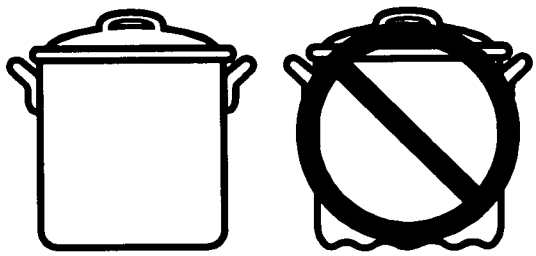
Burn, Fire and Explosion Hazard

- Burner flame should not extend beyond the edge of the cooking utensil. The flame can burn you and can cause poor cooking results.
- Be sure all control knobs are turned to OFF when you are not cooking. Someone could be burned or a fire could start if a burner is accidentally left ON.
- If the flame should go out while cooking, or if there is a strong gas odor, turn the burners OFF. Wait five minutes for the gas odor to disappear before relighting burner. If gas odor is still present, see safety note on page 3. Failure to follow these precautions could result in explosion or fire.

NOTES:

- Do not block the slots along the sides and rear of cooktop. They provide needed air for proper burner operation.
- When using LP (propane gas), a slight pop or flash may occur at the burner ports a few seconds after the burner has been turned off. This may be due to the variations in the composition in the LP gas and usually occurs after the burner has been on a long time and has become hot. This is normal.

Cookware tips



- **NOTE: For best results and greater fuel efficiency,** use only flat-bottomed utensils in good condition.
- **The pan** should have straight sides and a tight-fitting lid.
- **Be sure pans** do not tip, whether they are full or empty.
- **Pans** should be easy to clean. Check to be sure there are no crevices, rough edges or areas where food might collect.
- **Use utensils** only as instructed in the utensils' user instructions. This is very important for glass cookware because some can be used only in the oven. Pans marked as flameware can be used on surface burners.
- **Choose medium to heavy gauge** (thickness) pans that are fairly lightweight.
- **The pan material** (metal or glass) affects how fast heat transfers from the surface burner through the pan material and how evenly heat spreads over the pan bottom. Choose pans that provide the best cooking results.
- **Handles** should be made of sturdy, heat-resistant material and be securely attached to the pan.

⚠CAUTION

Product Damage Hazard

Do not leave an empty utensil, or one which has boiled dry, on a hot surface burner.

The utensil can overheat and may damage the utensil or surface burner.

Home canning information

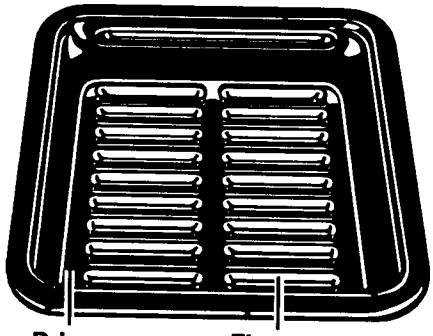
The large diameter of most water-bath or pressure canners combined with high heat settings for long periods of time can cause damage to the cooktop.

To protect your cooktop:

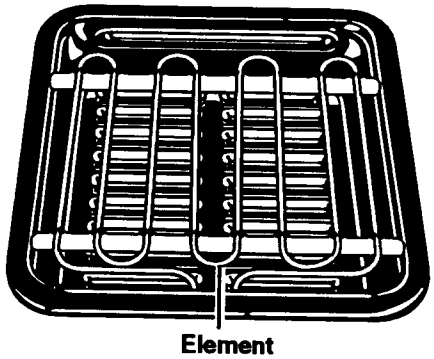
- **Use a canner/pan which can be centered over the surface burner.** Large diameter canners/pans, if not properly centered, trap heat and can cause damage to the cooktop.
- **Do not place canner** on two surface burners at the same time. Too much heat will build up and will damage the cooktop.
- **Start with hot water.** This reduces the time the control is set on high. Reduce heat setting to lowest position needed to keep water boiling.

Using the grill

The grill portion of the grill/griddle area is designed for preparing steaks, chops, fish, poultry and other commonly broiled foods.



Drip pan Flavor generator



Element

NOTE: Be sure drip pan, flavor generator and element are in place before grilling or griddling. If you do not include the flavor generator, a flare up may occur.

Before you use the grill for the first time:

Wash with warm, soapy water; rinse and dry. Never use a metal scrubbing pad or abrasive cleanser on the grill; these will damage the nonstick surface. After cleaning, **lightly** wipe cooking surface with cooking oil to prevent food from sticking.

Cooking tips

- **Do not cover** the entire cooking surface with meat. Leave space between the food items to allow smoke and steam to ventilate properly.
- **Meat** with a normally high fat content will produce more smoke and flare-ups, but cook faster than lean meat. Trim fat from meat before placing on the grill to prevent excessive smoke or flare-ups.
- **If meat begins** to cook too quickly, turn the grill control knob to a lower setting.
- **Do not leave** grill unattended.

⚠WARNING

Fire Hazard

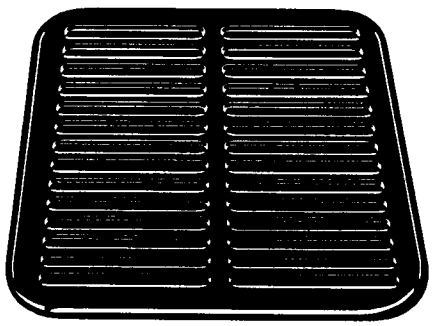
Grease can cause excessive flare-ups. To put out fire:

- Turn the grill control to OFF and cover the grill with the brushed chrome cover.
- Make sure the vent system has been switched to ON.
- Do not put water on a grease fire.

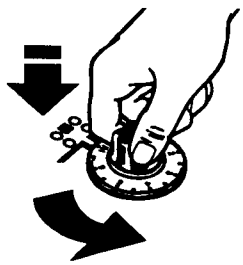
Product Damage Hazard

The use of metal utensils can scratch the nonstick coating. Only nylon or plastic utensils should be used.

To grill:



1. **Remove** cover. **Position** grill over element. **Refer** to "Grill chart" on page 13 for suggested preheating and cooking times.



2. **Turn** control knob to "HI". **Preheat** for 5 to 10 minutes or for the time recommended in the "Grill chart."
3. **At end of preheat time, place** food on grill and **adjust** control knob to desired heat setting.

Grill chart

FOOD	PREHEAT SETTING/ TIME	CONTROL SETTING	GRILLING TIME (in minutes)		COMMENTS
			FIRST SIDE	SECOND SIDE	
Beef steak (½-¾")					
• rare	HI/5 min	HI	6	4	
• medium		HI	8	8	
• well-done		HI	10	10	
Beef steak (1-1½")					
• rare	HI/5 min	HI	7	7	
• medium		HI	10	10	
• well-done		HI	15	15	
Hamburgers (8 patties, ¼ lb each)	HI/5 min	HI	9	9	
Pork Chops (½")	HI/5 min	5	8	8	
Pork Ribs	HI/5 min	HI	20	30	Brush on barbecue sauce during last 10 minutes of cooking, if desired.
Ham Slice (½")	HI/5 min	5	7	7	
Fresh Sausage					
• links	HI/5 min	6	15		Turn 2 or 3 times during cooking.
• patties		6	8	8	
Hot Dogs	HI/5 min	HI	4	3	
Bratwurst	HI/5 min	HI	5	5	
Polish Sausage	HI/5 min	HI	5	5	
Lamb Chops (1")	HI/5 min	HI	12	12	
Chicken (2-3 lb fryer, cut up)	HI/5 min	5	45		Turn frequently.
Fish Fillets	5/5 min	5	5	3	Brush fish and grill with melted butter just before cooking.
Salmon/ Swordfish (1" steaks)	5/5 min	5	6	6	Brush fish and grill with melted butter just before cooking.
Buns (hot dog and hamburger)	6/5 min.	4	2	N/A	Buns can be buttered before grilling, if desired.
Garlic Bread	6/5 min.	5	5	3	Butter French bread and sprinkle with garlic salt before grilling.

Grilling times are approximate and may need to be adjusted to individual tastes.

Using the griddle

The griddle can be used for pancakes, eggs, bacon, sandwiches and meats.

⚠WARNING

Burn and Fire Hazard

Be sure the griddle control is off and the griddle is cool and covered when not in use.

Failure to do so could result in burns or fire.

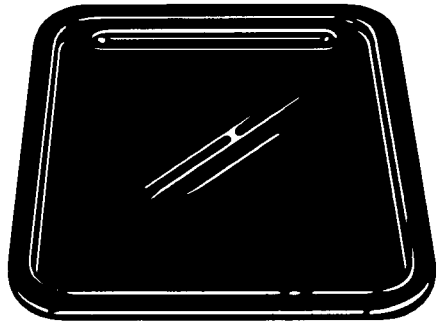
Product Damage Hazard

- When cleaning griddle, never use a metal scouring pad or abrasive cleanser on the griddle. These will damage the nonstick cooking surface.
- Do not use cookware on the griddle. Use only plastic or nylon kitchen utensils on the griddle. Metal can damage the nonstick cooking surface.
- Do not use griddle on any burner. This may damage the cooktop.

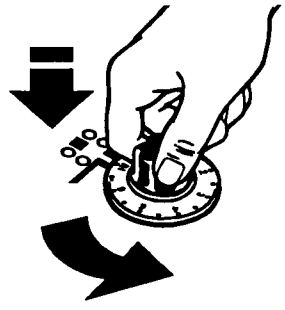
Before using the griddle for the first time:

1. **Wash** the cooking surface with warm, soapy water. **Rinse** and **dry**.
2. **After cleaning, lightly wipe** the cooking surface with cooking oil to prevent food from sticking. You don't have to season (grease) the griddle every time you use it. Do not use shortening or butter to season the griddle.
3. **Preheat on HI**, then **turn** control to a lower setting to cook.
4. **Place** food directly on cooking surface.
5. **Turn off** the griddle element when cooking is finished. Leaving element on will damage the griddle.

To griddle:



1. **Remove** cover and grill. **Position** griddle over element with well facing towards back of unit. **Refer** to "Griddle chart" on page 15 for suggested preheating and cooking times.



2. **Turn** control knob to "HI". **Preheat** for 5 to 10 minutes or for the time recommended in the "Griddle chart."
3. **At end of preheat time, grease** griddle, if desired, and **place** food on griddle. **Adjust** control knob to desired heat setting.

Griddle chart

FOOD	PREHEAT SETTING/ TIME	CONTROL SETTING	GRIDDLING TIME (in minutes)		COMMENTS
			FIRST SIDE	SECOND SIDE	
Sausage Patties (10 patties, 1 lb total)	N/A	5	8	8	
Bacon (7 slices)	N/A	5/6	5	6	
Hamburgers (8 patties, ¼ lb each)	HI/5 min	6	7	7	
Hot Dogs	HI/5 min	6	4	3	
Ham Slice	HI/5 min	5	5	5	
Buns (hot dog and hamburger)	6/5 min	4	2	N/A	Buns can be buttered before griddling, if desired.
Grilled Sandwiches	HI/5 min	6	5	2	Butter both sides of sandwich before griddling, if desired.
French Toast (4 slices)	HI/5 min	6	2	2	Grease griddle with oil or butter, if desired.
Pancakes	HI/5 min	4	1	1	Grease griddle with oil or butter, if desired.
Eggs					Grease griddle with oil or butter, if desired.
• Sunnyside up	5/5 min	4	2-3	1	
• Scrambled	5/5 min	4	2-3	1	

Griddling times are approximate and may need to be adjusted to individual tastes.

Caring for Your Cooktop

Your cooktop is designed for ease of care. You can do most cleaning with items found around the home. Cleaning your cooktop whenever spills or soiling occurs will help to keep it looking and operating like new.

⚠WARNING

Burn, Electrical Shock, Fire, Explosion and Product Damage Hazard

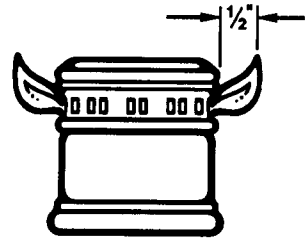
- Make sure all controls are OFF and the cooktop is cool before cleaning.
- Do not use oven cleaners, bleach or rust removers.
- Do not obstruct the flow of combustion and ventilation air.
- If knobs are removed while cleaning, be careful not to spill liquids through holes in the control area.
- Be careful not to allow moisture to collect in control area. Moisture can cause ignitor switches to fail.
- Keep appliance area clear and free of combustible materials, gasoline and other flammable vapors and liquids.

Failure to follow these guidelines could result in burns, electrical shock, fire, explosion, or product damage.

The surface burners

The burners should be routinely removed and cleaned. Always clean the burners after a spillover. Keeping the burners clean will prevent improper ignition and an uneven flame.

If burners must be removed for cleaning, remove ignition wire from ignitor before lifting burner. Reconnect ignition wire after burner has been put back in cooktop.



Typical surface burner flame at highest setting

Occasionally check the burner flames for proper size and shape (as shown above). A good flame is blue in color. If flames lift off ports, are yellow, or are noisy when turned off, you may need to clean the burners (see page 18), or call a qualified technician for adjustment.

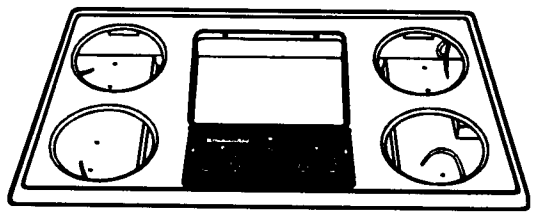
Cleaning your cooktop

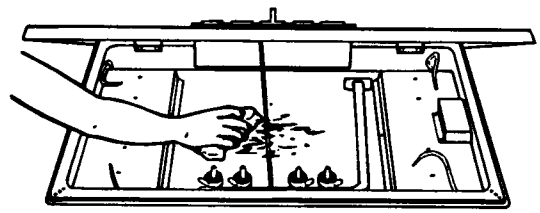
PART	WHAT TO USE	HOW TO CLEAN
Control knobs	Sponge and warm, soapy water	• Turn knobs to OFF and pull straight away from control panel. • Wash, rinse and dry thoroughly. Do not soak. • Replace knobs. Make sure all knobs point to OFF. DO NOT USE steel wool or abrasive cleansers. They may damage the finish of the knobs.
Control panel	Sponge and warm, soapy water **OR** Paper towel and spray glass cleaner	• Wash, rinse and dry thoroughly. DO NOT USE steel wool or abrasive cleansers. They may damage the finish.
Porcelain-enamel cooktop surface	Sponge and warm, soapy water	• Remove grates. • Wash, rinse and dry thoroughly. USE a nonabrasive, plastic scrubbing pad on heavily soiled areas. • Do not use steel wool, abrasives or harsh cleansers. They may damage the finish. • If you use soap or detergent solutions, rinse thoroughly to prevent filmy residue. **NOTES:** • When cleaning cooktop with knobs removed, DO NOT allow water to run down inside unit. • Do not allow foods containing acids (such as vinegar, tomato or lemon juice) to remain on surface. Acids may remove the glossy finish. Also wipe up milk or egg spills when cooktop is cool. • Replace grates.
Surface burner grates and drip rings	Warm, soapy water and a nonabrasive, plastic scrubbing pad **OR** A dishwasher	• Remove grates and drip rings. • Wash, rinse and dry thoroughly. • **Do not use abrasive or harsh cleansers.** • Replace drip rings and grates. **NOTE:** Drip rings may become stained and discolored by spillovers.

continued on next page

PART	WHAT TO USE	HOW TO CLEAN
Surface burners	Sponge and warm, soapy water Warm, soapy water and a nonabrasive, plastic scrubbing pad **OR** Vinegar and water solution	• Remove control knobs, surface burner grates and drip rings. • Raise cooktop and place support rod in position to hold cooktop up. • Wipe tops of burners and dry thoroughly. **For cooked-on food:** • Wash with warm, soapy water and a plastic scrubbing pad or soak briefly in vinegar and water solution. • Rinse and dry well. • If ports are clogged, clean with a straight pin. **Do not enlarge or distort ports. Do not use a wooden toothpick.** • Do not clean burners in a dishwasher or self-cleaning oven.
Grill, griddle, black porcelain flavor generator insert, and drip pan	Sponge and warm, soapy water Warm, soapy water and a nonabrasive, plastic scrubbing pad **OR** A dishwasher	• Empty grease from griddle, if needed. • Wash, rinse and dry thoroughly. USE a nonabrasive, plastic scrubbing pad on heavily soiled areas.
Brushed chrome cooktop finish and grill/ griddle cover	Sponge and warm, soapy water **OR** Paper towel and spray glass cleaner	• Wash, rinse and dry thoroughly. DO NOT USE steel wool or abrasive cleansers. They may damage the finish.

Cleaning the area under the cooktop





1. **Make sure** all control knobs are off and **remove** surface burner grates, drip rings and grill/griddle.
2. **Lift** front of cooktop at corners and **swing up** the support rod.
3. **Carefully lower** the cooktop onto the support rod.
4. **Remove** ignition wires from burner ignitors and **lift** burners out of cooktop.

⚠WARNING

Personal Injury Hazard

Be sure the rod fits in the notch in the cooktop and is held securely.

The cooktop could accidentally fall and injure you.

Product Damage Hazard

Do not drop the cooktop.

Damage can result to the porcelain and the cooktop frame.

5. **Wipe** surface under the cooktop with warm, soapy water. **Use** a nonabrasive, soap-filled plastic scrubbing pad on heavily soiled areas.
6. **After cleaning, replace** burners and **attach** ignition wires to ignitors on each burner. **Lift** cooktop slightly to disengage support rod. **Pull** cooktop forward slightly, without lowering it, until hinges lock. **Lower** cooktop until it rests on countertop.

If You Need Assistance or Service

Questions or comments? Call our toll-free Consumer Assistance Center telephone number, 1-800-422-1230, 24 hours a day.

This section is designed to help you save the cost of a service call. Part 1 of this section outlines possible problems, their causes, and actions you can take to solve each problem. Parts 2 and 3 tell you what to do if you still need assistance or service. When calling our Consumer Assistance Center for help or calling for service, please provide a detailed description of the problem, your appliance's complete model and serial numbers and the purchase or installation date. (See page 2.) This information will help us respond properly to your request.

1. Before calling for service ...

If your appliance should fail to operate, review the following list before calling your dealer. You could save the cost of a service call.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Nothing will operate	The unit is not wired into a live circuit with proper voltage.	Wire the unit into a live circuit with proper voltage. (See Installation Instructions.)
	Cooktop is not properly connected to gas supply.	Contact a service technician to reconnect cooktop to gas supply. (See Installation Instructions.)
	Gas shutoff valve is closed.	Open valve near cooktop.
	A household fuse has blown or a circuit breaker has tripped.	Replace household fuse or reset circuit breaker.
	Control knob is not set correctly.	Reset control knob, if needed.
	The flow of combustion and/or ventilation air to the cooktop is blocked.	Remove blockage to airflow to and around cooktop.
Burner fails to light	The unit is not wired into a live circuit with proper voltage.	Wire the unit into a live circuit with proper voltage. (See Installation Instructions.)
	A household fuse has blown or a circuit breaker has tripped.	Replace household fuse or reset circuit breaker. In case of prolonged power failure, manually light burners (see page 9).
	Burner ports are clogged.	Clean with a straight pin (see page 18).
	Ignitor wires are not firmly attached to ignitor on burner.	Make sure ignitors are connected to each burner.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Burner flames are uneven	Burner ports are clogged.	Clean with a straight pin (see page 18). If this fails, call for service.
Burner flames lift off ports, are yellow, or are noisy when turned off		Contact a service technician to check air/gas mixture.
Burner makes popping noise when on	Burner is wet from washing.	Let dry.
The grill does not work properly	You have not left space between food items.	Leave more space between items.
	You have not preheated the grill for the proper amount of time.	Remove food and let grill preheat.
	Food was partially frozen or very cold before grilling. This will make cooking time longer.	Allow for more cooking time.
Control knob(s) will not turn	You are not pushing in before turning.	Push control knob(s) in before turning to a setting.
Cooking results are not what you expected	The cooktop is not level.	Level cooktop. (See Installation instructions.)
	The recipe has never been tested or is not from a reliable source.	Use only tested recipes from a reliable source.
	The pan used is not the correct type or size.	Refer to a reliable cookbook or recipe for recommended pan type and size.
	Cooking utensil does not fit the surface burner being used.	Pan should be the same size or slightly larger than surface burner being used.
	Flame size does not fit the cooking utensil being used.	Adjust the flame size to fit cooking utensil.

2. If the problem is not due to one of the items listed in Step 1:

- Call KitchenAid Consumer Assistance Center:

1-800-422-1230

One of our trained consultants can instruct you in how to obtain satisfactory operation from your appliance or, if service is necessary, recommend a qualified service company in your area.

- If you prefer, write to:

  Consumer Assistance Center
  KitchenAid
  P.O. Box 558
  St. Joseph, MI 49085-0558

Please include a daytime phone number in your correspondence.

3. If you need service:

- Call your dealer or the repair service he recommends.
- All service should be handled locally by the dealer from whom you purchased the unit or an authorized KitchenAid servicer.
- If you are unable to obtain the name of a local authorized KitchenAid servicer, call our Consumer Assistance Center telephone number (see Step 2).

4. If you are not satisfied with the action taken:

- Contact the Major Appliance Consumer Action Panel (MACAP). MACAP is a group of consumer experts that voices consumer views at the highest levels of the major appliance industry.
- Contact MACAP only when the dealer, authorized servicer, or KitchenAid has failed to resolve your problem.

  Major Appliance Consumer Action Panel
  20 North Wacker Drive
  Chicago, IL 60606

- MACAP will in turn inform us of your action.

KitchenAid®

Warranty

Cooktop

LENGTH OF WARRANTY:	KITCHENAID WILL PAY FOR:	KITCHENAID WILL NOT PAY FOR:
ONE YEAR FULL WARRANTY FROM DATE OF INSTALLATION.	Replacement parts and repair labor costs to correct defects in materials or workmanship. Service must be provided by an authorized KitchenAid servicing outlet.	**A.** Service calls to: 1. Correct the installation of the cooktop. 2. Instruct you how to use the cooktop. 3. Replace house fuses or correct house wiring. 4. Correct house plumbing. **B.** Repairs when cooktop is used in other than normal home use. **C.** Damage resulting from accident, alteration, misuse, abuse, improper installation or installation not in accordance with local electrical or plumbing codes. **D.** Any labor costs during the limited warranty. **E.** Replace parts or repair labor costs for units operated outside the United States. **F.** Pickup and delivery. This product is designed to be repaired in the home. **G.** Repairs to parts or systems caused by unauthorized modifications made to the appliance.
SECOND THROUGH FIFTH YEAR LIMITED WARRANTY FROM DATE OF INSTALLATION.	Replacement parts for any electric element or gas burner to correct defects in materials or workmanship. For downdraft vent models, replacement parts for the downdraft vent motor to correct defects in materials or workmanship.	

KITCHENAID DOES NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you.

This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

If you need service, first see the "Assistance or Service" section of this book. After checking "Assistance or Service," additional help can be found by calling our Consumer Assistance Center telephone number, **1-800-422-1230**, from anywhere in the U.S.

KitchenAid
St. Joseph, Michigan, U.S.A. 49085

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10% post consumer waste/
50% recovered materials.

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